

**CRADEN**  
PERIPHERALS  
CORPORATION

**DP8 & DP9**

**DOCUMENT PRINTERS**

**TECHNICAL MANUAL**

P/N 99090

REVISION 8

2/2008

7860 AIRPORT HIGHWAY, PENNSAUKEN, NJ 08109  
(856) 488-0700 (856) 488-0925 FAX  
[www.craden.com](http://www.craden.com)

## WARNING

This equipment generates, uses and can radiate radio frequency energy and, if not installed in accordance with the instruction manual, may cause interference to radio communications. It has been tested with a Class A computing device and has been found to comply with Part 15 of FCC rules, which are designed to provide reasonable protection against such interference when operated in a commercial environment. Operation of this equipment in a residential area is likely to cause interference in which case the user at his own expense will be required to correct the interference.

## RECORD OF CHANGES

REVISION	DATE	ECO's	PAGES AFFECTED	NOTES
1	10/01		ALL	Initial Release
2	11/02		ALL	Add DP9
3	06/03		1, 6, 7, 12-15	Fast Draft speed
4	01/04		1-3, 6-9, 16, 17, 22, 30, 32 40, 41, All Tech Dwgs.	Updated
5	09/04		1, 4, 7, 8, 26, 30, 34, 37, 38, 41 Several Tech Dwgs.	Add edge sensing, Updated
6	02/06		3, 4, 7-10, 20, 25, 27-29, 31-33, 37, 38, 39 Several Tech Dwgs.	Updated
7	07/07		ALL	<u>Updated</u>
8	02/08		1	Added ENERGY STAR® qualified printer



## DP8 & DP9 Technical Manual Table of Contents

<b>1.0</b>	<b>DP8 &amp; DP9 DOCUMENT PRINTERS - FUNCTIONAL SPECIFICATIONS</b>	<b>1</b>
<b>2.0</b>	<b>INSTALLATION</b>	
2.1	INSTALLATION PROCEDURE	2
2.2	RESHIPMENT	3
<b>3.0</b>	<b>OPERATION</b>	
3.1	RIBBON CARTRIDGE LOADING	3
3.2	KEYPAD OPERATION	4
3.3	DISPLAY OPERATION	4
3.4	DOCUMENT INSERTION	5
3.5	CONFIGURATION	5
3.5.1	Printer Parameters	6
3.5.2	Communication Parameters	7
3.5.3	Override Parameters	7
3.5.4	Service Parameters	8
3.6	DIAGNOSTICS	
3.6.1	Power Up Diagnostics	8
3.6.2	Enhanced Diagnostics	9
3.7	SELF TEST	9
3.8	LOCAL PRINTING	9
3.9	ERROR CONDITIONS	
3.9.1	Document Jam	9
3.9.2	Cover Open	9
3.9.3	Page Overflow	9
3.9.4	Carriage Fault	9
3.9.5	Clear Eject Jam	9
3.9.6	Narrow Document	9
3.10	PROGRAMMING	10
3.10.1	Command Summary	10
3.10.2	Document Movement Commands	11
3.10.3	Print Commands	12
3.10.4	Low Density Graphics Commands	14
3.10.5	High Density Graphics Commands	14
3.10.6	Display Commands	14
3.10.7	Configuration Commands	15
3.10.8	Status and Keypad Commands	15
3.11	Drivers	16
3.11.1	Installing Craden Drivers on WINDOWS 95 OR 98	16
3.11.2	Installing Craden Drivers on WINDOWS NT, 2000 OR XP	17
3.11.3	Installing Craden USB Drivers on WINDOWS NT, 2000 OR XP	17
3.11.4	Using Printer Resident Device Fonts	17
3.11.5	Writing to the Printer LCD Display	18
3.12	INTERFACING	18
3.12.1	Input Buffer Operation	18
3.12.2	Interface Protocols	18
3.12.3	Interface Signals & Cables	19
3.13	PROBLEM SOLVING	19
3.13.1	No Display or Blocks Displayed	19
3.13.2	Unchangeable Configuration Parameters	19
3.13.3	No Document Motion	20
3.13.4	Carriage Fault or No Carriage Motion	20
3.13.5	No Printing or Light Printing	20

3.13.6	Ribbon Smear	20
3.13.7	Erratic Document Feed, Mispositioning or Overprinting	20
3.13.8	Rollers Run at Power-Up or After Document Ejected	20
3.13.9	Erratic Character Spacing or Carriage Hitting End Stops	20
3.13.10	Interface Inoperative	20
<b>4.0</b>	<b>THEORY OF OPERATION</b>	
4.1	OVERVIEW	21
4.1.1	Carriage Drive Assembly	21
4.1.2	Document Drive Assembly	21
4.1.3	Switching Power Supply	21
4.1.4	Main Printed Circuit Board	22
4.1.5	Keypad/Display Assembly	22
4.2	ELECTRONICS IN DETAIL	
4.2.1	Low Voltage Supplies	22
4.2.2	Microprocessor System	22
4.2.3	Stepper Motor Drivers	22
4.2.4	Printhead Drivers	25
4.2.5	Keypad and Display	25
4.2.6	Sensors	25
4.2.7	Character Printing	25
<b>5.0</b>	<b>MAINTENANCE</b>	
5.1	LUBRICATION AND CLEANING	
5.1.1	Lubrication	27
5.1.2	Document Feed Roller Cleaning	27
5.1.3	Sensor Cleaning	27
5.1.4	Printhead Cleaning	28
5.1.5	Document Print Area Cleaning	28
5.1.6	Cabinet Exterior Cleaning	28
5.2	SERVICE PARAMETER SET-UP PROCEDURE	29
5.3	ELECTRICAL ADJUSTMENTS	29
5.4	MECHANICAL ADJUSTMENTS	
5.4.1	Printhead Gap	30
5.4.1.1	Ribbon Shield Removal/Replacement	31
5.4.1.1.1	Ribbon Shield Face Inspection	32
5.4.2	Carriage Drive Belt Tension	33
5.4.3	Document Drive Belt Tension	33
5.4.4	Carriage Shaft Cam and Shaft Rack	33
5.4.5	Rear Document Roller Spring Force	33
5.4.6	Auto Alignment Gate Ramp	34
5.4.7	Auto Alignment Gate Height	34
5.4.8	Front Document Roller Spring Force	35
5.4.9	Auto Alignment Skew Sensor Calibration	35
5.5	REPLACEMENT PROCEDURES	
5.5.1	Cabinet	35
5.5.2	Main PCB	35
5.5.3	Sensor PCB	36
5.5.4	Keypad	36
5.5.5	Display	36
5.5.6	Power Supply PCB	36
5.5.7	Carriage Motor	36
5.5.8	Document Motor	37
5.5.9	Printhead	37
5.5.10	Carriage Drive Belt	37
5.5.11	Document Drive Belt	37

5.6	<b>TROUBLESHOOTING</b>	
	5.6.1	Basic Troubleshooting Procedure 38
	5.6.2	No Display 38
	5.6.3	Defective Keypad 38
	5.6.4	Defective Sensor 39
	5.6.5	No Document Motion 39
	5.6.6	No Carriage Motion 40
	5.6.7	No Print or Light Print 40
	5.6.8	Print Quality 40
	5.6.9	Missing Dots 41
	5.6.10	Erratic Document Feed or Mispositioning 41
	5.6.11	Erratic Character Spacing or False Document Jams 41
	5.6.12	Interface Inoperative 41
	5.6.13	Diagnostic Flowchart 42
5.7	<b>RECOMMENDED SPARE PARTS</b>	43
5.8	<b>RECOMMENDED SERVICE TOOLS</b>	43
<b>6.0</b>	<b>MAJOR ASSEMBLY ILLUSTRATIONS &amp; PARTS LISTS</b>	
	Printer Diagram	44
	Major Assembly Tree	45
	73802 Carriage	46
	73804 Box	47
	73806 Carriage Drive	49
	73809 Lower Drive	50
	73810 Document Drive	51
	73815 Keypad/Display	52
	73816 Electromechanical	53
	73819 Printer	54
	72135 Main PCB (including 72133 keypad and schematics)	55

## DP8 & DP9 DOCUMENT PRINTERS - FUNCTIONAL SPECIFICATIONS

### 1.1 Print Characteristics

Print Method	24-wire dot matrix impact, automatic thickness compensation			
Print Spacing	5, 6, 8.5, 10, 12, 17, 20 and 24 chars/inch			
Fonts	96 char. ASCII, international character set Windows True Type & graphics			
Print Speed (chars/second)	Characters/inch	Correspondence	Normal	Draft
	10	75	150	225
	12	90	180	270
Dot Graphics (dots/inch)	60,120,180, 360 horizontal; 72, 180 vertical			
Feed Speed	50 mSec. single line feed at 5 or 6 lines/inch 12 inches/second (305 mm/sec) slew speed			
Feed Accuracy	+/- 0.6%			
Ribbon	Cartridge life DP8: 3 million characters, DP9: 5 million characters			

### 1.2 Document Characteristics

Media	Single sheets, multipart forms (up to 6 parts), passbooks & envelopes		
Print Line Width	DP8: 5.6" (142mm), DP9: 8.2" (208mm)		
Form Width	2.5" (64 mm) to 6.5" (165mm) in DP8 or 9.7" (246mm) in DP9 DP8: wider forms printable in landscape mode		
Form Height	2.5" (64 mm) minimum, no maximum		
Form Thickness	0.0035" (0.09 mm) to 0.062" (1.57 mm)		
Non-printable areas	Top of form	0.16" (4.1mm)	
	Above horiz. fold	0.38" (9.7mm)	
	Below horiz. fold	0.30" (7.6mm)	
	Bottom of form	0.45" (11.4mm)	
	Vertical fold/edge	0.25" (6.4mm)	

### 1.3 Interface

Standard Serial Command Sets	RS-232, 1200-38400 baud, 11KB buffer, dual ports on DP9
Protocols	IBM Proprinter/4722, Unisys and Craden
Optional	DTR, Xon/Xof
Power Input	USB port, Parallel port
	100-240 VAC, 43-63 Hz, 80 W max.

### 1.4 Physical Characteristics

Dimensions	DP8: 10.6" (269mm) wide, 7.2" (183 mm) deep, 7" (178 mm) high DP9: 13.8" (351mm) wide, 9.8" (249mm) deep, 7.2" (184mm) high
Weight	DP8: 11 pounds (5 kg) + 1.3 pounds (0.6kg) packing DP9: 14.4 pounds (6.5 kg) + 3.4 pounds (1.5 kg) packing

### 1.5 Environment & Standards

Operating	10 to 40° C, 10 to 90% humidity
Storage	-30 to 70° C, 5 to 95% humidity
Standards	UL 1950 & Canadian UL Listed FCC 20780 Class A certified IEC 950 & CE certified ENERGY STAR® qualified printer

